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FORMALITIES DEPT

Your Reference: GBP82393
Application No: GB 0023584.6

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6 December 2001

Dear Sirs

Patents Act 1977: Search Report under Section 17(6)

I enclose two copies of my search report relating to claims 48-59 and a copy of the citations.

This search is in response to the further Patents Form 9/77 filed on 5 October 2001.

Note that due to the broad scope of claim 48, the documents cited are examples only of documents falling within the scope of claim 48.

Yours faithfully

B. Micklewright

Ben Micklewright
Examiner



Application No: GB 0023584.6
Claims searched: 48-59

Examiner: Ben Micklewright
Date of search: 5 December 2001

Patents Act 1977
Further Search Report under Section 17

Databases searched:

UK Patent Office collections, including GB, EP, WO & US patent specifications, in:

UK Cl (Ed.S): G4A (AUDB)

Int Cl (Ed.7): G06F (17/30)

Other: Online: WPI, EPODOC, PAJ, INSPEC, XPESP

Documents considered to be relevant:

Category	Identity of document and relevant passage	Relevant to claims
X,E	EP 1074923 A2 (CANON) See e.g. the abstract, pages 11-14, and the figures	48,49, 51-59
X	EP 0717346 A2 (CANON) See e.g. the abstract, pages 11-14, and the figures	48-59
X	EP 0637807 A2 (RANK XEROX) See e.g. pages 6,7	48-59
X,E	WO 01/80081 A2 (RIGHTNOW) See whole document, e.g. the abstract	48,49, 51-59
X,E	WO 01/80080 A2 (RIGHTNOW) See whole document, e.g. the abstract	48,49, 51-59
X	US 6119133 (NUSBICKEL) See whole document, e.g. figure 6	48-59
X	US 5991758 (ELLARD) See whole document, e.g. column 2 line 40 to column 3 line 40.	48-51, 53-59
X	US 5715445 (WOLFE) See e.g. the abstract and columns 4-8	48-59
X	US 5526520 (KRAUSE) See e.g. the abstract	48-59

<input checked="" type="checkbox"/> Document indicating lack of novelty or inventive step <input checked="" type="checkbox"/> Document indicating lack of inventive step if combined with one or more other documents of same category. <input checked="" type="checkbox"/> Member of the same patent family	<input checked="" type="checkbox"/> Document indicating technological background and/or state of the art <input checked="" type="checkbox"/> Document published on or after the declared priority date but before the filing date of this invention. <input checked="" type="checkbox"/> Patent document published on or after, but with priority date earlier than, the filing date of this application.
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